

MCO DUR Board Annual Grievance Report CY 2004

MCO: Managed Health Services

Grievance: Verbal or written expression of dissatisfaction for which the member has a reasonable expectation that action will be taken to resolve or reconsider the matter expressed.

If a verbal grievance takes less than a business day to resolve, it is considered an inquiry.

Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
06/02/04	06/08/04		PA request took 6 days to obtain from prescribing MD
Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
05/28/04	06/07/04		PA request took 10 days to obtain from prescribing MD
Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
06/09/04	06/14/04		Medication D/C'd by prescribing MD and member was dissatisfied
Date of complaint	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
06/08/04	06/17/04		PA request took 9 days to obtain from prescribing MD
Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
06/14/04	06/22/04		PA request took 8 days to obtain from prescribing MD

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MCO: **Harmony Health Plan of Indiana**

Grievance: Verbal or written expression of dissatisfaction for which the member has a reasonable expectation that action will be taken to resolve or reconsider the matter expressed.

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Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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None reported.

Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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Date of complaint	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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MCO DUR Board Annual Grievance Report CY 2004

MCO: MDwise

Grievance: Verbal or written expression of dissatisfaction for which the member has a reasonable expectation that action will be taken to resolve or reconsider the matter expressed.

If a verbal grievance takes less than a business day to resolve, it is considered an inquiry.

Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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Date of complaint	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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Date of Grievance	Date resolved	Pharmacy name	Reason for Grievance Summary of actions taken
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